ACKNOWLEDGEMENT

Needless to say that I could not have thought to complete this enormous task of research without the grace of great God and blessings of my elders and my parents Late Shri Arvind Roy Pota and Dr. (Mrs) Nirupama A. Pota, whose sincerity, honesty and valuable teachings have been perennial source of inspiration for me.

I owe a large debt of gratitude to Prof. N.S. Pathak, Former Dean, Faculty of Education & Psychology, M.S. University, Baroda whose constant parental guidance and blessings were there during the course of research and Dr. Anil K Saxena, Professor, National Police Academy, Hyderabad who was the real architect behind my research and source of inspiration for me. My heartiest thanks to both these dignitaries.

I am also thankful to Library Staff of NPA, Hyderabad for providing selfless services for my work.

I owe debt to my cousin Dr. (Mrs) Tilottama M. Jani whose morale support and blessings made it possible for me to complete the research.

My special thanks to my family Doctors, Dr. Kishan Jani and Dr. Shital Vaidya who kept me and my family members physically fit so that I can complete the research work without any obstacle.

I also wish to express my sincere thanks, to Shri Chuaun go, IAS, the Former, MD, GUVNL for granting me permission for the said study and cared for me during my working against all the odds in the organisation.

Sincere thanks to all the staff members of all the seven companies of GUVNL who served as the respondents for this investigation.

(iii)
I also wish to record my gratitude to my colleague Mr. A. A. Jose, Former Legal Advisor, GUVNL for his great moral support to me, throughout my studies and career.

I am overwhelmed by the feelings of thankfulness to my family members who tolerated my ignorance of duties towards them during my research work. Special thanks to Pranav, my son, who inspite of his busy schedule was always by my side whenever I needed his help.

Thanks are also due to Mr. C. Bhaskaran for his diligence in typing the manuscript in time.

Many of friends have been instrumental in completing this research knowingly or unknowingly. I fail to pinpoint any one, nay, I might miss out somebody. I owe my complete progress to those innumerable friends who have played a significant role in my service career and life. I cherish their unnamed contributions.

I shall be failing in my duty if I do not pay my special gratitude to Shri D.R. Shrivastava, (Munshiji) for his invaluable affection and constant encouragement to take up the study and complete it in time.

Last but not the least a shower of gratitude from bottom of my heart on my guide Dr. A. Kumar, Professor, Faculty of Management, Bhavnagar University, whose valuable guidance at every stage made it possible for the research to be completed in the desired shape and time.

October 2012.  
Sudhanshu Pota,  
Bhavnagar.